

City of Minneapolis  
Division of Employment, Development & Diversity  
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Minneapolis, MN 55415  
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Website: [www.minneapolismn.gov](http://www.minneapolismn.gov)

### **311 Operations Manager**

**Exam #21343 - Open Monday, December 30, 2013 through Friday, January 17, 2014**

Annual	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step7
<b>SALARY:</b>	\$67,307.00	\$70,849.00	\$74,578.00	\$78,503.00	\$80,700.00	\$82,961.00	\$85,325.00

#### **APPLICATION PROCESS:**

**Applicants failing to follow the application process will not be considered**

ALL applicants **MUST** submit a completed:

- City of Minneapolis application (online or paper).
- Resume (must be submitted prior to the job closing date)

**You may email your resume and work sample to [Brianna.berg@minneapolismn.gov](mailto:Brianna.berg@minneapolismn.gov)**

**Resumes must be submitted in addition to, and not in lieu of, an official City of Minneapolis application.**

#### **PRIMARY RESPONSIBILITIES:**

Manage the day to day front line operations of the of Minneapolis 311 call/contact center ensuring quality and efficient operations, and the delivery of customer friendly access to City of Minneapolis services and information.

#### **JOB DUTIES:**

**(Including, but not limited to the following)**

- Overall operation of the 311 customer service agent staffing plan designed to meet 311center service levels, and financial goals,
- Provide work direction to 311 supervisors and customer service agent direct reports, including establishing performance expectations and standards for performance,
- Develop and implement the plan for optimizing staffing and service levels to meet budgetary and performance expectations.
- Responsible to participate in strategic planning and business planning efforts.
- Investigate and recommend contact center technology improvements and changes.
- Provide daily staffing and work schedule changes and adjustments in response to staff and work volume changes.
- Responsible for the administration and operation of the 311 virtual agent (work from home) program.
- Directly manage and supervise the 311 Ops Desk function.
- Participate in and oversee personnel activities such as performance appraisal, hiring, and training.
- Resolve escalated employee and customer issues.
- Act as a lead management representative for 311 / AFSCME Labor Management Committee.
- Gather information about and report regarding call center performance and trends.
- Develop, maintain and update contact center operational and personnel policies and procedures.
- Serve as primary point of contact to elected officials and departmental staff regarding 311 operations.
- Represent Minneapolis 311 at industry forums and conferences.

#### **MINIMUM REQUIREMENTS TO BE CONSIDERED FOR THIS VACANCY:**

##### **Experience:**

Five (5) years of progressively responsible supervisory or managerial experience in a high volume, fast paced and multichannel contact center operation.

##### **Education:**

A Bachelor's Degree in Business Administration or Public Administration.

**Equivalency:**

An equivalent combination of related education/experience may be considered.

**OTHER/DESIRED QUALIFICATIONS:**

Experience in hiring, performance appraisal, training and discipline when required.

Independent judgment and creativity.

Experience in working with Emergency Preparedness including operational requirements to support emergency or significant events.

Excellent communication skills, both written and verbal.

Demonstrated leadership skills and abilities including strong team building skills.

Experience with Microsoft Office.

Professional Contact Center Certification.

National Incident Management System Certification.

**BACKGROUND CHECK:**

The City has determined that a thorough Police Department background check/investigation and/or qualifications check may be necessary for certain positions with this job title. Applicants may be required to sign informed consent forms allowing the City to obtain their criminal history, etc. and/or verify their qualifications in connection with the position sought. Applicants who do not sign the informed consent form will not be further considered for the position.

**SELECTION PROCESS:**

Decisions concerning an applicant's qualifications for this position will be based on information provided in application materials. Fill out the application form (paper or electronic) as accurately and completely as possible. The following tests may be used: A rating of Training and Experience based on the contents of submitted application materials and/or an Oral Exam. At each step of the selection process, the Human Resources Department reserves the right to limit the number of applicants to be tested, as necessary.

**DRUG / ALCOHOL TESTING:**

All job applicants must pass a pre-employment drug and alcohol test once a conditional offer of employment has been made. Applicants will be required to sign a notification and consent form prior to undergoing drug and alcohol testing. Applicants who do not consent to undergo drug and alcohol testing will not be required to do so and the City will withdraw the conditional job offer, resulting in the job applicant no longer being considered for the position.

**APPLICATIONS ACCEPTED:**

**Dates:** 12/30/2013 to 1/17/2014

**Contact:** City of Minneapolis Human Resources Office

**Phone:** 612.673.2282

**Email Address:** [brianna.berg@minneapolismn.gov](mailto:brianna.berg@minneapolismn.gov)

**ELIGIBLE LIST WILL EXPIRE 15 (FIFTEEN) DAYS AFTER BEING ESTABLISHED.  
THE CITY OF MINNEAPOLIS IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER.**

**FOR OFFICE USE ONLY**

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**REQUIRED SUPPLEMENTAL QUESTIONNAIRE**  
**311 Operations Manager #21343**

**Printed Name** \_\_\_\_\_ **Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

You must respond to the following questions and submit this form with the official City application by the established closing date. Failure to respond to this questionnaire will deem your application to be incomplete, and you will not be considered for the position.

Only one response will be considered for each question. Read each question carefully, and provide information in detail. All answers should be in 12 point font, and the completed questionnaire cannot exceed two pages in length. **NOTE: For any of this experience to be considered, be certain you have fully described it in your application packet.**

Please email this completed document to: [brianna.berg@minneapolismn.gov](mailto:brianna.berg@minneapolismn.gov) by January 17, 2014.

1. Name and describe at least 4 contact center key performance indicators you use to evaluate overall contact center performance?
2. What are the key considerations in developing a contact center staffing model?
3. Based on your experience, describe what an effective contact center quality assessment process looks like?
4. Describe your experience and familiarity with implementing and using contact center technologies?
5. Describe what a multi-channel contact center is?
6. Name and describe at least 3 approaches you have used to successfully “engage employees”?